

PSAP Name: TOOELE COUNTY

Minimum Standards	Compliant at the time of reporting: Y/N	If Y, how many months compliant in 2022	PSAP Comments	UCA's Comments and Suggestions for Improvement
#1 A PSAP shall have at least two telecommunications answering 911 calls at all times and will also staff sufficiently to meet minimum standard #7 by utilizing either staff employed by their PSAP, utilizing an agreement with another PSAP within Utah whereby that PSAP can make calls and dispatch a full emergency response, or utilizing Virtual Consolidation as defined in UCA's Strategic Plan.	Y	12	"Tooele County 9-1-1 Dispatch Center has at least two telecommunications answering 9-1-1 calls at all times. The center is staffed sufficiently to meet minimum standard #7."	N/A
#2 For each medical call processed, the PSAP shall utilize EMD caller interrogation protocols that contain, at a minimum, the following:	Y	12	"Trained dispatchers are Emergency Fire Dispatcher (EFD) and Emergency Medical Dispatcher (EMD) certified through the International Academies of Emergency Dispatch (IAED).	N/A
a) The specific pieces of information that must be gathered for each type of call; and			"They utilize the Fire Priority Dispatch System (FPDS), Medical Priority Dispatch System (MPDS) and ProCQA software."	
b) Pre-arrival instructions/post-dispatch instructions designed to address caller or patient/victim safety and/or preserve evidence; and			"They utilize the Fire Priority Dispatch System (FPDS), Medical Priority Dispatch System (MPDS) and ProCQA software."	
c) PSAPs should dispatch high-priority medical, fire and law enforcement calls as soon as location and call-type are verified.			"Calls voice paging, Recommended Units, HgLink text pages, and alert tones are utilized to ensure emergency response is notified as soon as the location and call-type are verified."	
#3 The PSAP shall implement and maintain a Quality Assurance ("QA") program that reviews 911 call recordings from each discipline (police, fire and medical) processed by the PSAP and provides feedback to the associated telecommunicator. The QA program should at a minimum meet the APCO/NEHA Quality Assurance program standard as set forth in APCO/NEHA ANS 1.107.1.2015	Y	12	"Dispatch supervisors are Emergency Dispatch Quality (ED-Q) certified through the International Academies of Emergency Dispatch (IAED) to quality assure calls. Together, they form the Quality Assurance Unit (QAU). They use the electronic version of the case review, AQUA, to provide feedback for medical and fire related calls. They use Frontline QA Tracker to provide feedback for police related calls. At least 2% of all police, 10% of all fire and medical calls, and all text-to-911 message sessions are reviewed. Quality Improvement Unit (QIU) meetings are conducted monthly. Tooele County 9-1-1 Dispatch Center Policy 414 - Quality Assurance Program govern the requirements, which adhere to the (Association of Public Safety Communications Officials) APCO / (National Emergency Number Association) NENA ANS 1.107.1.2015. A copy of the policy is available upon request."	N/A
#4 The PSAP shall not allow a telecommunicator to take/process a 911 call alone unless the telecommunicator has completed the PSAP's training program and is EMD Certified.	Y	12	"Dispatchers complete training and are certified and/or recertified through the International Academies of Emergency Dispatch (IAED) as Emergency Medical Dispatch before taking/processing a 9-1-1 call alone."	N/A
#5 The PSAP shall implement and maintain, either internally or through a contract, a training program that contains the following elements:	Y	12		
a) All certified telecommunicators shall maintain all required certifications listed under the POST requirements.			"a) Dispatchers are POST certified and maintain requirements. Tooele County 9-1-1 Dispatch Center Policy 203 - Peace Officer Standards and Training (POST) Requirements outline requirements as specified in Utah Code Ann. 53-6-3, POST Dispatcher Training and Certification Act."	N/A
b) All PSAP trainers shall be actively certified as a trainer/instructor from a nationally recognized organization, such as POST, International Academies of Emergency Dispatch ("IAED"), NENA, APCO, or another organization approved in advance by the 911 Division.			"b) Trainers are APCO (Association of Public Safety Communications Officials) CTO Communications Training Officer (CTO) certified. Heather Prescott and Veneita Bales are APCO CTO Instructors. Tooele County 9-1-1 Dispatch Center Policy 203 - Communications Training Officer (CTO) govern the training officer program, which adheres to APCO American National Standard (ANS 3.103.2.2015)"	N/A
c) Meets the APCO Minimum Training Standards for Public Safety Telecommunicators as set forth in the APCO ANS 3.103.2.2015 or the NENA Minimum Training Standards.			"c) Tooele County 9-1-1 Dispatch Center Policy 202 - Training Program govern the training program, which adheres to APCO ANS 3.103.2.2015. Copies of these policies are available upon request."	N/A
PSAPs are allowed to exempt non-citizen telecommunicators who were hired prior to April, 2018 who obtain certification through another source such as APCO or NENA.				
#6 The PSAP shall not intentionally manipulate 911 call counts or other data. Examples include, but are not limited to, manipulating ECATS services to include 10-digit phone numbers in 911 call counts and/or making non-emergency 911 calls/texts by PSAP or other governmental employees (mandated test calls/texts not included).	Y	12	"Only test 9-1-1 calls and texts are made to ensure equipment functionality and to provide training to newly hired employees."	N/A
#7 Ninety percent (90%) of all 911 calls arriving at the PSAP shall be answered within fifteen (15) seconds and ninety-five percent (95%) of calls arriving at the PSAP shall be answered within twenty (20) seconds. This standard will be measured using the "PSAP Answer Time" report available through ECATS. For purposes of compliance with this minimum standard, the following criteria should be used when generating the report: Select Range - Last Year (January-December); Period Group - Year; Call Type - 911 Calls; Abandoned Filters - Exclude Abandoned; Agency Affiliation - Default except unselected training. For the purposes of compliance with this standard, the box showing the "% answer time < 15seconds" and "% answer time < 20 seconds" under the "Overall Percentage" will be used.	Y	12	"The attached PSAP Answer Time report reflects that 99.42% of the 9-1-1 calls arriving at the PSAP were answered within fifteen (15) seconds and 99.75% were answered within twenty (20) seconds."	N/A
#8 If the transfer of a 911 call has to occur, the PSAP shall follow the NENA Call Answering Standard/Model Recommendation.	Y	12	"Tooele County 9-1-1 Dispatch Center Policy 402 - CAD-to-Cad Call Handling and 9-1-1 Call Transfer govern the procedure for response to emergency calls that need to be transferred to another dispatch center. Tooele County 9-1-1 Dispatch Center is currently utilizing CAD-to-CAD with one agency and has been working with other agencies to establish CAD-to-CAD connections and/or console to console relays. A copy of the policy is available upon request."	N/A
#9 The PSAP shall maintain a comprehensive resiliency and back-up plan to mitigate events that may disrupt 911 service to a community; this may include, but is not limited to, major equipment failures, facility issues, natural or man-made disasters or any other event that reduces or eliminates the performance ability of the PSAP.	Y	12	"Tooele County 9-1-1 Dispatch Center 502 - Emergency Operations Center Activation/Assistance Needed and Tooele County 9-1-1 Dispatch Center Policy 008 - Power Outage/Evacuation govern the back-up plan in place to mitigate events that may disrupt 9-1-1 services in Tooele County. We demonstrate the ability to evacuate without disrupting 9-1-1 services during a building UPS replacement from 3/8/22-3/10/22. Copies of these policies are available upon request."	N/A
Best Practices				
#1 The PSAP should accept text-to-911 and adopt standard operating procedures for handling the text calls.	Y	12	"Tooele County 9-1-1 Dispatch Center Policy 421 - Text Messages to 9-1-1 govern procedures for handling text-to-911 messages. The policy adheres to the (National Emergency Number Association) NENA INF 007.1-2013, October 9, 2013. All text-to-911 message sessions are reviewed. A copy of the policy is available upon request."	N/A
#2 The PSAP should adopt an Acute Traumatic & Chronic Stress Management Standard, which may include the Utah Critical Incident Stress Management Team. Any adopted standard should call for local staff to assume task responsibility for implementation and evaluation of all elements of the Comprehensive Stress Management Programs ("CSMP"). Such tasks would include procuring CSMP funding, identifying and coordinating CSMP resources and facilitating access to related services including Peer Support, Critical Incident Stress Management, local mental health trauma therapists, and other elements of the CSMP.	Y	12	"Tooele County 9-1-1 Dispatch Center utilizes the Utah Critical Incident Stress Management (CISM) Team to help with critical incident events when needed, last utilized in April 2022. Emergency Medical Services 8426-5-700 - License Renewal Requirements for EMD states in part "a CRT applying for renewal shall be in good standing with the local mental health authority." Regular 9-1-1 center visits from the local mental health staff as well as the Chaplain are conducted. Tooele Valley Behavioral Health has local mental health trauma therapists available when an employee is struggling with a critical incident. Blomquist Hale is also utilized for confidential and professional EAP specialized care of employees and their families. Tooele County Sheriff's Office has a Chaplain assigned as part of our Triad of Care. Two dispatch supervisors are Peer Support certified. Tooele County 9-1-1 Dispatch Center Policy 002 - Peer Support Program govern the program is in accordance with Utah Code 78B-5-9. A copy of the policy is available upon request."	N/A
#3 The PSAP should have up-to-date Policies and Procedures including those policies and procedures found in NENA 9-1-1 Center Operations Standards PSAP Operations SOPs located at: https://www.nena.org/page/OperationsStandards	Y	12	"Tooele County 9-1-1 Dispatch Center has up-to-date policies and procedures contained in Lenoist. All standard operating procedures found in the NENA 9-1-1 Center Operations Standards PSAP Operations SOPs are included. A copy of the policy manual is available upon request."	N/A
#4 The PSAP should be managed/supervised by an individual possessing one or more of the following advanced certifications: NENA Center Manager Certification Program ("CMCP"), NENA Emergency Number Professional ("ENP"), APCO Registered Public Safety Leader ("RPL") or APCO Certified Public Safety Executive ("CPE"); and that manager/supervisor shall be provided funds by the PSAP to support membership in industry associations and ongoing training and education appropriate for their position and responsibilities.	Y	12	"Manager Regina Nelson received National Emergency Number Association (NENA) Center Manager Certification Program (CMCP) certification in March 2019. Supervisor Shannon Gownas and Heather Prescott received NENA 9-1-1 Center Supervisor certification September 2019. Supervisors Valerie Shumway and Veneita Bales received NENA 9-1-1 Center Supervisor certification in November 2022."	N/A
#5 The PSAP should report to AGRC each error it identifies in the routing of 911 calls within 14 calendar days.	N		"Tooele County 9-1-1 Dispatch Center reports routing of 911 call errors to wireless carrier companies and geo-validation errors to Tooele County GIS. Tooele County GIS is currently on a schedule to submit data to UGRIC and submits the requested data quarterly, at a minimum."	N/A